

IN THE SPECIFICATION:

Please amend the section entitled "BRIEF DESCRIPTION OF THE DRAWINGS" by replacement section as follows:

BRIEF DESCRIPTION OF THE DRAWINGS

Fig. 1 discloses a diagram for the communications system, including the data network.

Fig. 2 discloses an internal system diagram for the communications server.

Fig. 3 discloses an interactive screen display presented to system users upon establishing communications server.

Fig. 4 discloses an interactive screen display presented to system users to select a mode of communications.

Fig. 5 discloses a call status window screen display which is presented to system users once a connection has been placed in the queue.

Fig. 6 discloses an interactive screen display presented to agents to make status changes.

Fig. 7 discloses a flow chart which describes the routing of connections to agents.

Fig. 7 (Continued) discloses a continuation of the flow chart of Fig. 7 thereby continuing the description of the routing of connections to agents.

Fig. 8 discloses an interactive screen display employed by an agent to change status.

Fig. 9 discloses a screen display which presents statistics as to the performance and profiles of agents.

Fig. 10 discloses a screen display which displays information with regards to system users waiting in the queue.